



Telecommunications Bulletin

Customer Service Center (CSC)

Volume: CSC 15 – 04
February 9, 2015

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As many of you upgrade from 3G BlackBerry devices to 4G iPhones, it is important to remember that the activation process is different. The programming you previously used for 3G devices, *228 opt 1, will not work on iPhones.

When an iPhone order is received, you will find activation instructions as well as a Customer Receipt included in your shipment. It is important that you share these items with the user to ensure proper activation. We suggest that you retain the original documents and provide copies to the users. The Customer Receipt serves as proof of purchase and could be required if Apple assistance is ever needed.

Activation of an iPhone is accomplished using Verizon's Interactive Voice Response System (IVR). Any programming changes to the line will automatically take place when activating the device through the IVR.

Should you experience problems with the IVR, or if the activation fails, please contact the CSC Repair desk for assistance at 800. 366. 8768, select option 4, option 2.

The activation procedures are on the following page.

Activation instructions:

New Line:

- **Step 1:** Turn on the iPhone and follow the onscreen Setup Assistance. Choose Option 1, “Activate using cellular connection”. Tap “Use Cellular Connection” and follow the instructions to activate.
- **Step 2:** Make a test call to and from the phone to make sure that it is fully activated. A free test call can be made by dialing #832.
- **Step 3:** Once the phone is activated, follow the CMS PIM instructions to establish a password on the device and set up email.

Upgrade:

- **Step 1:** Back up contacts and content from the old device. Backup Assistant is preferred, but not always available due to a download block. However, if the previous device is a BlackBerry, the contacts are likely tied to the user’s email account.
- **Step 2:** Power off the old device.
- **Step 3:** While the new iPhone is powered OFF, dial 877.807.4646 from any other phone and follow the prompts. You will be asked to confirm your order number from the Customer Receipt. The IVR will tell the caller if the activation was completed successfully.
- **Step 4:** Power on the iPhone and follow the onscreen Setup Assistance. Choose Option 1, “Activate using cellular connection”. Tap “Use Cellular Connection” and follow the instructions to activate.
- **Step 5:** Make a test call to and from the phone to make sure that it is fully activated. A free test call can be made by dialing *832.